1		2	3	4
5. M/s BTNL (MP)	30-9-1997	5500 (by 30-9-98)	55500 5500 (By 30-9-99) (By 30-9-2000)	12
6. M/s STL (Raj.)	4-3-1998	7439 (by 4-3-99)	10629 13766 (by 4-3-2000) (4-3-2000)	Nil

* Translated into absolute terms based on bid/tender documents keeping in view the committed target for DELs and the figure for number of uncovered villages indicated in the tender.

Improvement of Telecom Services

4616. SHRI C. RAMACHANDRAIAH: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Telecom Department and its subsidiaries are unable to provide simple services like Directory Information, Billing schedules and fault repair services;

(b) whether no Telecom region has been able to overcome the said state of such service;

(c) if so, the reasons for failure to improve the basic services of telecom like Directory Information, Fault Repair and getting any response from operators of the telecom regions;

(d) whether any effort has been made to improve the training and orientation of personnel; and

(e) if so, the details of such steps taken to improve the performance of the telecom services?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR): (a) to (e) Department of Telecom Service and its PSU *viz.* MTNL are operating, among others, services like Directory Information, Billing and Fault repair services. The services are generally working satisfactorily except during major breakdowns. To further improve their performance following steps are being progressively taken:

(i) Computerisation of Directory Information and Fault Repair Service.

(ii) Booking of Fault on Interactive Voice Response Systems (IVRS).

(iii) Computerisation of Billing.

In addition, efforts are also being taken to improve the training and orientation of personnel by imparting appropriate induction and inservice training. Also, special drive has been undertaken to impart behavioural and attitudinal training to staff working in these areas.

Outstanding dues against Private Operators

4617. SHRI C.M. IBRAHIM: Will the Minister of COMMUNICATIONS be pleased to state:

(a) what are the accumulated arrears of payment due to DOT from the private telecome operators as on March 31, 2000;

(b) the dues recovered by DOT during 1999-2000;

(c) the steps taken and are being taken to recover the dues indicating the bank guarantees held against these dues; and

(d) the steps taken to resolve the disputes so far?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR): (a) and (b) The position is given in the enclosed statement (*See* below).

(c) Steps taken to recover the dues included, inter-alia, issue of notices, invocation and encashment of Financial and Performance Bank Guarantees from time to time. As on 31.3.2000, the value of Financial and Performance bank Guarantees in the possession of DoT against the dues was Rs. 343.11 crores. In April 2000, Migration Package for the revival and migration of terminated licenses to revenue sharing regime under New Telecome Policy 1999 has also been offered to two cellular companies whose licenses had been terminated earlier following the non-payment of dues. The Package stipulates inter alia clearance of outstanding dues up to respective cut-off dates togther with interest and penalty.

(d) The disputes are settled according to laid down procedures as and when they arise. In some cases arbitrators have also been appointed under the terms of License Agreements.